

Nightingale Valley Practice

General Practice Questionnaire results February/March 2012

Part A – Surgery Opening Times

Q - Do you know the current surgery opening times?

Option	Total
Yes	76.5%
No	23.5%

Q - If yes, where did you find our opening times (more than one answer can be given)?

Option	Total
Practice Leaflet	32%
Website	15%
Posters	2%
Reception	49%
Other (Please specify)	2%

Other comments: sign board outside

Q - If no, where would you expect to find the information?

Option	Total
Practice Leaflet	9%
Website	14%
Posters	23%
Reception	50%
Other (Please specify)	4%

Other comments:

On screen waiting for appointment

Q - Are you aware that we offer Extended Hours surgery on 2 evenings and 2 mornings a week?

Option	Total
Yes	81%
No	19%

Q - If no, where would you expect to find the information?

Option	Total
Practice Leaflet	11%
Website	24%
Posters	24%
Reception	41%
Other (Please specify)	0%

Q - Have you booked an Extended Hours appointment in the past?

Option	Total
Yes	31%
No	69%

Q - Would you book an Extended Hours appointment in the future?

Option	Total
Yes	90%
No	10%

Q - Providing appointment in extended hours (before 8.30 and after 18.30) reduces the number of appointments available during the day. Are you happy with this?

Option	Total
Yes	84%
No	16%

Part B – Waiting times at the surgery

Q - How long after your appointment time did you have to wait

Option	Total
I did not have to wait	18%
Less than 10 minutes	29%
10 – 20 minutes	41%
20-30 minutes	8%
More than 30 minutes	4%

Q - Who was the appointment with?

Option	Total
A doctor	78%
A nurse	12%
A Phlebotomist	0%
Another Health Care professional (please specify)	0%

Q - How did you feel about the wait?

Option	Total
Happy	25%
Unhappy	4%
Neither happy or unhappy	19%

Q - How long do you think a GP's consultation is?

Option	Total
5 minutes	16%
7 minutes	16%
10 minutes	44%
12 minutes	4%
15 minutes	10%
As long as you need	10%

Q - Have you ever booked a double appointment?

Option	Total
Yes	32%
No	68%

Q - Which of the following do you think would be the best way to reduce waiting times?

Option	Total
Request a double appointment	18%
Let the Receptionist know if you have more than one problem	23%
Be prepared to come back for another appointment if your appointment is over running	11%
Give the Receptionist more information so she can book an appropriate appointment slot	46%
Other (please elaborate)	2%

Other comments: I do not want to share my medical information with anyone other than my doctor

Q - How would you like to be informed about waiting times?

Option	Total
Board in waiting room	43%
Told by Receptionist	57%
Other (please elaborate)	0%

Other comments: Self booking is usually, so don't go to reception

Part C – Access to the surgery

Q - When did you last see a Doctor or Nurse?

Option	Total
Less than 3 months ago	68%
3-6 months ago	12%
More than 6 months ago	20%
I have not seen a Doctor or Nurse	0%

Q - How do you normally book your appointment?

Option	Total
Phone	85%
In person	11%
Website	4%

Q - Which method would you prefer to use?

Option	Total
Phone	76%
In person	10%
Website	12%
Other (please elaborate)	2%

Other comments:

Don't mind

Q - Have you had problems getting through on the phone?

Option	Total
Yes, always	18%
Yes, occasionally	55%
No, I can always get through	27%

Q - Thinking of when you have booked a routine appointment, were you happy to a particular doctor?

Option	Total
Yes	98%
No	2%

Q - Were you able to get an appointment with a Doctor?

Option	Total 49
Yes	84%
No	16%

Q - Were you able to get an appointment with a Nurse/Phlebotomist?

Option	Total 40
Yes	90%
No	10%

Q - Would you be happy to speak to a health professional on the phone?

Option	Total 26
Yes	85%
No	15%

Q - Would you like to be reminded you have an appointment?

Option	Total 23
Yes	48%
No	52%

Q - Do you think there are factors which might discourage you from seeking medical care (tick all that apply)

Option	Total 19
Lack of familiarity with how the surgery operates (eg how to book an appointment, how much information to give to the Receptionist)	16%
Lack of options to speak to a healthcare professional on the phone	10%
Difficulties with communication (eg hearing, language barriers etc)	16%
Embarrassment about coming to the surgery	21%
Insufficient information about to access self help	11%
Mobility or transport issues	21%
Other (please elaborate)	5%

Other comments: No factors which would discourage me

Would not be discouraged

Part D – About you

Q - Are you

Option	Total 51
Male	19%
Female	32%

Q - How old are you?

Option	Total 51
Under 16	0%
17 – 24	8%
25 – 34	8%
35 – 44	8%
45 – 54	25%
55 – 64	16%
65 – 74	19%
75 – 84	16%

85 & over	0%
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Q - How often do you come to the surgery?

Option	Total 51
Regularly	40%
Occasionally	38%
Very Rarely	22%

Q - If you represent any particular patient group as a carer or through your work, please specify

Option	Total 28
Children	11%
Learning disabilities	0%
Physical disabilities	7%
Elderly residential or nursing home	0%
Patients with mental health problems	4%
Not applicable	78%